
Job Title: Customer Service Representative

📍 *Location: Clay County Electric Cooperative – 2302 Old County Road, Pocahontas, Arkansas*

🕒 *Full-Time | Monday-Friday | Competitive Pay & Benefits*

Join Our Team at Clay County Electric Cooperative!

Are you a friendly, detail-oriented individual who enjoys helping others? Clay County Electric Cooperative is seeking a **Customer Service Representative** to be the face and voice of our cooperative — providing outstanding service and support to our valued members.

Key Responsibilities:

- Greet and assist members in person, by phone, or online with account inquiries, service requests, and payments
- Resolve customer issues efficiently and professionally
- Process payments, set up new accounts, and maintain accurate records
- Communicate effectively with internal teams to coordinate member services
- Educate members about cooperative programs, services, and energy-saving options

What We're Looking For:

- High school diploma or equivalent
- Previous experience in customer service
- Strong interpersonal and communication skills
- Ability to handle multiple tasks in a fast-paced environment
- Proficiency with computers and basic office software
- A positive, cooperative attitude and a commitment to exceptional service

What We Offer:

- Competitive salary
- Health, dental, and vision insurance
- Retirement and 401(k) plans
- Paid holidays and vacation time

- A team-focused work environment
 - The opportunity to serve your community and grow your career
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Apply Today!

Interested candidates should apply to:

✉ ttucker@ccecc.coop

✉ *Application Deadline: Thursday, August 14, 2025*

✉ Learn more about Clay County Electric Cooperative at www.claycountyelectric.com